

JOB DESCRIPTION »

Technical Support Specialist (Europe)

APsystems, the nr 1 company in the field of module-level power electronics (MLPE), offers advanced and powerful solar micro-inverter technology for residential and commercial systems. APsystems' micro-inverter solution combines highly efficient power reversal with user-friendly control to provide our customers with reliable and sustainable energy.

APsystems is currently developing its technical support team in Europe, in charge of France and Spain and is recruiting a technical support specialist who will be based in France, Andorra or Belgium.

The main function of the Technical Support Specialist, reporting to the Director of Global Services, is to respond to technical and installation problems of solar installers in order to ensure total customer satisfaction and maximize the performance of APsystems products.

Contact with customers and installers will be by telephone, e-mail, written communication and occasionally on their premises.

As the primary area of responsibility, the Technical Support Specialist will:

- Accurately and efficiently assess, analyze, advise, and resolve technical issues observed on APsystems products.
- Train distributors and installers of solar systems (on site or remotely in a webinar).
- Monitor existing installations via APsystems' online monitoring portal (EMA) and identify installation issues.
- Track technical issues via CRM.

As a secondary area of responsibility, the Technical Support Specialist will:

- Produce technical documentation for the company.
- Produce materials for the training of our installers.

In addition, the Technical Support Specialist must:

- Have a thorough and comprehensive knowledge of all APsystems solar products and systems.
- be motivated for everything related to the company.
- be able to manage time effectively and efficiently and carry out projects and assignments in a cost-effective manner.
- Treat all APsystems contacts, installers and customers with respect, professionalism and patience.
- Be proficient in the installation of Internet routers and bridging devices, understanding and recognizing different wiring and equipment.
- Have an eye for detail, be punctual and organized.

- Respond to any request, question, concern or problem of the installer or customer through a courteous, knowledgeable and authoritative presentation.
- Seek to represent the company in a way that generates more sales opportunities for the company.
- Maintain consistent notes and records of conversations and data collected during service calls.

Profile:

- Technical/engineering education in photovoltaic or electric solar, with a minimum of 5 years of experience is a major asset.
- Experience working in customer service/technical support is essential.
- Experience in CRM (Salesforce Service Cloud, Odoo, or equivalent) is an asset.
- Good knowledge in the use of computer and web tools.
- Knowledge of the solar industry or high-tech products is highly appreciated
- Autonomous and organized, able to work independently from a home office.
- Excellent verbal and written communication in Spanish and French
- The practice of English is a plus
- Comfortable in fast-growing and fast-changing environments
- Preferred place to work: France, Andorra or Belgium